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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/021,084	12/19/2001	Lewis Curtis	06502.0383	8738

7590	04/06/2005

Finnegan, Henderson, Farabow,
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EXAMINER
THAI, CANG G

ART UNIT	PAPER NUMBER
3629	

DATE MAILED: 04/06/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

	Application No.	Applicant(s)
Office Action Summary	10/021,084	CURTIS ET AL.
	Examiner	Art Unit
	Cang G. Thai	3629

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *12/19/2001*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-25* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-25* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date: _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action: .

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by
> another filed in the United States before the invention by the applicant for patent or (2) a patent
> granted on an application for patent by another filed in the United States before the invention by the
> applicant for patent, except that an international application filed under the treaty defined in section
> 351(a) shall have the effects for purposes of this subsection of an application filed in the United States
> only if the international application designated the United States and was published under Article 21(2)
> of such treaty in the English language.

1.   Claims 1-25 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S.

Patent Application Publication No. 2003/0078962 (FABBRICATORE ET AL.).

As for claim 1, FABBRICATORE discloses a method for providing an integrated,

enterprise-wide customer relationship management architecture, comprising:

separating services provided by the customer relationship management

architecture into tiers {Column 3, Paragraph [0024], Lines 9-11, wherein this reads over

"the ICS (integrated communications system) infrastructure has been built with Service

Level Agreement (SLA) capabilities that span across all building blocks"}; and

separating hardware and software that host services provided by the customer

relationship management architecture into layers {Columns 2-3, Paragraph [0022],

Lines 5-9, wherein this reads over "the Information Management Platform 103 including

all systems and applications supporting the handling of orders, the initiation of

provisioning services, maintaining service quality, billing and administration"}.

As for claim 2, FABBRICATORE discloses the method of claim 1, further

comprising maintaining systemic qualities {See Fig. 1, Element 105}.

As for claim 3, FABBRICATORE discloses the method of claim 2, wherein the

systemic qualities are maintained in each of the tiers and in each of the layers {See Fig.

2, Element 204}.

As for claim 4, FABBRICATORE discloses the method of claim 1, wherein the

tiers comprises at least one of the following: a client services tier, a presentation

services tier, a business services tier, an integration services tier, and a resources

services tier {See Fig. 4, Element 404}.

As for claim 5, FABBRICATORE discloses the method of claim 4, wherein the

client services tier resides on a client device and manages display and local interaction

processing {See Fig. 6, Element 601}.

As for claim 6, FABBRICATORE discloses the method of claim 4, wherein the

presentation services tier aggregates and personalizes content and services into

channel-specific user interfaces {See Fig. 6, Element 603}.

As for claim 7, FABBRICATORE discloses the method of claim 4, wherein the

business services tier executes business logic and manages transactions {Column 1,

Paragraph [0007], Lines 18-20, wherein this reads over "this transport concept enables

the delivery of reliable and redundant long haul and middle mile connectivity in a

relatively short time"}.

As for claim 8, FABBRICATORE discloses the method of claim 4, wherein the

integration services tier abstracts and provides access to external resources {Columns

1-2, Paragraph [0008], Lines 8-11, wherein this reads over "a packet-based system allows many customers to use the same transport infrastructure for various types of communications (e.g., voice, data, videoconferencing, et.)"}.

As for claim 9, FABBRICATORE discloses the method of claim 4, wherein the resources services tier comprises at least one of the following: legacy systems, databases, external data feeds, and specialized hardware devices {See Fig. 1, Element 106}.

As for claim 10, FABBRICATORE discloses the method of claim 1, wherein the layers comprises at least one of the following: a hardware platform layer, a virtual platform layer, and an application layer {Fig. 1, Element 108}.

As for claim 11, FABBRICATORE discloses the method of claim 10, wherein the hardware platform layer comprises standard computer hardware and an operating system for running the standard computer hardware {Columns 1-2, Paragraph [0008], Lines 25-29, wherein this reads over "the Integrated Communications System of the present inventions provides a platform that delivers near real time information available to customer"}.

As for claim 12, FABBRICATORE discloses the method of claim 10, wherein the virtual platform layer comprises standard application program interfaces (APIs) and specifications interfacing the hardware platform layer with the application layer {Columns 2-3, Paragraph [0022], Lines 1-5, wherein this reads over "the information management system platform 103, shown in more detail in Fig. 10, integrates all systems needed not only to manage that network and value added services

infrastructure but literally all systems that are needed to run the business of the network operator"}.

As for claim 13, FABBRICATORE discloses the method of claim 10, wherein the application layer comprises application programs {Column 3, Paragraph [0026], Lines 12-14, wherein this reads over "the value added services layer 204 supports web hosting, storage, and messaging services"}.

As for claim 14, FABBRICATORE discloses the method of claim 1, wherein the systemic qualities comprises at least one of the following: agility, availability, scalability, reliability, and manageability {Column 1, Paragraph [0007], Lines 16-18, wherein this reads over "these technologies provide a self-healing fully redundant and robust (high availability) transport infrastructure"}.

As for claim 15, FABBRICATORE discloses the method of claim 14, wherein the agility systemic quality is characterized by its ability to functionally accept at least one of the following: development without the aid of a software vendor, to be updated without the aid of a software vendor, and to be customized without the aid of a software vendor {Column 1, Paragraph [0005], Lines 9-12, wherein this reads over "an ICS in accordance with the present invention can provide a single point of contact for a commercial user, and allows a commercial user to easily upgrade and change its services"}.

As for claim 16, FABBRICATORE discloses the method of claim 14, wherein the availability systemic quality at least comprises to ability to support stateful sessions {Column 1, Paragraph [0007], Lines 18-20 wherein this reads over "this transport

concept enables the delivery of reliable and redundant long haul and middle mile

connectivity in a relative short time"}.

As for claim 17, FABBRICATORE discloses the method of claim 14, wherein the

scalability systemic quality at least comprises the ability to support unpredictable surges

in demand for network services {Column 3, Paragraph [0027], Lines 6-7, wherein this

reads over "MPLS 302 is a standard technology for speeding up network traffic flow and

making it easier to manage"}.

As for claim 18, FABBRICATORE discloses the method of claim 14, wherein the

reliability systemic quality is characterized by its ability to functionally accept standard

application program interfaces (APIs) that have been tested for reliability {Column 3,

Paragraph [0024], Lines 9-11, wherein this reads over "the ICS infrastructure has been

built with Service Level Agreement (SLA) capabilities that span across all building

blocks"}.

As for claim 19, FABBRICATORE discloses the method of claim 14, wherein the

manageability systemic quality is characterized by its ability to functionally accept

desirable hardware and software components and integrate them into the customer

relationship management architecture {Columns 2-3, Paragraph [0022], Lines 16-21,

wherein this reads over "the IMP encompasses the Operations Support System (OSS),

the Customer Relationship Management system (CRM), the Billing System, a Business-

to-Business engine ensuring the intercommunication with partners and peering carriers,

and a series of functional systems supporting finance and human resources

requirements"}.

As for claim 20, FABBRICATORE discloses an integrated, enterprise-wide customer relationship management architecture system, comprising:

tiers associated with services provided by the customer relationship management architecture {See Fig. 1, Element 104};

layers associated with hardware and software that host services provided by the customer relationship management architecture {See Fig. 1, Element 103};

systemic qualities which are maintained in each of the tiers and in each of the layers {See Fig. 1, Element 105}; and

wherein the tiers, layers, and systemic qualities have an orthogonal relationship {See Fig. 1, Element 101}.

As for claim 21, FABBRICATORE discloses the system of claim 20, wherein the orthogonal relationship comprises each of the systemic qualities being provided in at least one of the tiers, each of the tiers having different optimal choices of implementations in at least one of the layers; and each of the layers enabling different strategies associated with at least one of the tiers {See Fig. 2, Element 205}.

As for claim 22, FABBRICATORE discloses the system of claim 20, wherein the tiers comprise at least one of the following: a client services tier, a presentation services tier, a business services tier, an integration services tier, and a resources services tier {See Fig. 4, Element 404}.

As for claim 23, FABBRICATORE discloses the system of claim 20, wherein the layers comprise at least one of the following: a hardware platform layer, a virtual platform layer, and an application layer {See Fig. 2, Element 202}.

As for claim 24, FABBRICATORE discloses the method of claim 20, wherein the systemic qualities comprise at least one of the following: agility, availability, scalability, reliability, and manageability {See Fig. 7, Element 707}.

As for claim 25, FABBRICATORE discloses a method for providing an integrated, enterprise-wide customer relationship management architecture, comprising:

separating services provided by the customer relationship management architecture into tiers {See Fig. 1, Element 104};

separating hardware and software that host services provided by the customer relationship management architecture into layers {See Fig. 1, Element 102};

maintaining systemic qualities in each of the tiers and in each of the layers {See Fig. 1, Element 105}; and

relating the tiers, layers, and systemic qualities orthogonally wherein each of the systemic qualities being provided in at least one of the tiers, each of the tiers having different optimal choices of implementations in at least one of the layers, and each of the layers enabling different strategies associated with at least one of the tiers {See Fig. 1, Element 101}.

Conclusion

2.   The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

I.   U.S. Patent:

1) U.S. Patent Application Publication No. 2003/0033155 (PEERSON ET

    AL.) is cited to teach a method is afforded for providing analytical

    information to a customer,

2) U.S. Patent Application Publication No. 2003/0051226 (ZIMMER ET AL.)

    is cited to teach a system and method of translating an abstract notation of

    an application to a series of sub-applications representing a central

    application,

3) U.S. Patent Application Publication No. 2002/0073396 (CRUPI ET AL.) is

    cited to teach a method and apparatus for developing enterprise

    applications using design patterns, and

4) U.S. Patent Application Publication No. 2003/0009740 (LAN) is cited to

    teach dual and parallel software development model.
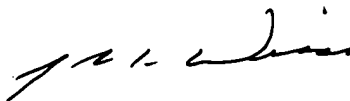
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Cang (James) G. Thai whose telephone number is (571) 272-6499. The examiner can normally be reached on 6:30 AM - 4:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on (703) 308-2702. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

CGT
3/25/2005

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